

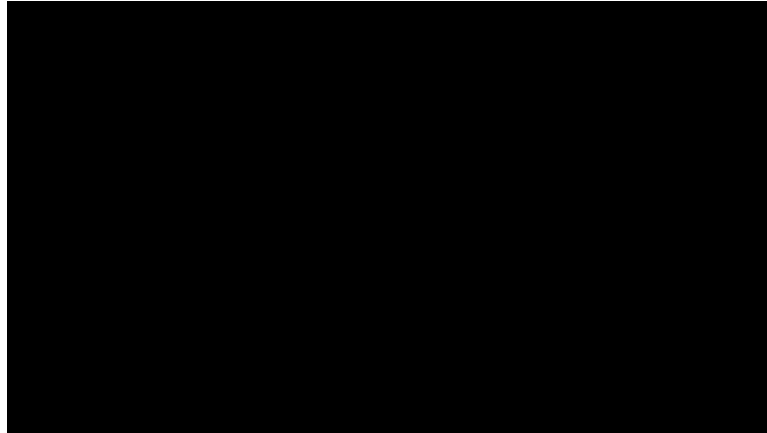


Blue Ridge
Area Health Education Center
JAMES MADISON UNIVERSITY

Working Effectively with Interpreters

Presentation for the
2015 Annual TB/Refugee Nurse Training
Virginia Department of Health, Division of Disease Prevention

Nurses save lives.



• Interpreters do too. •

Introductions

You first!

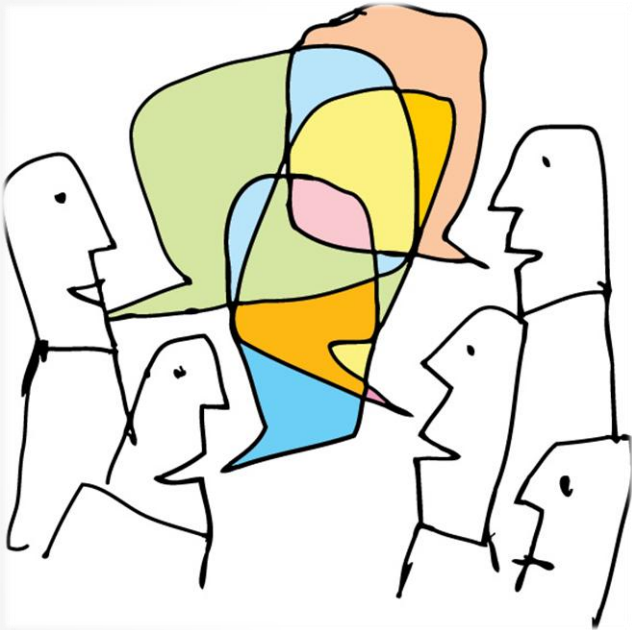
- Bilingual?
- Ever worked with an interpreter?
- Work at a location that has in-house medical interpreters?
- Work at a location that has contracted medical interpreters?
- Work at a location that uses interpreters over the telephone?
- Work at a location that uses interpreters over video/computers?



Next, us.

- Marie Baramki & Deb Stranges
- Blue Ridge Area Health Education Center, Harrisonburg

What Do Interpreter Do?



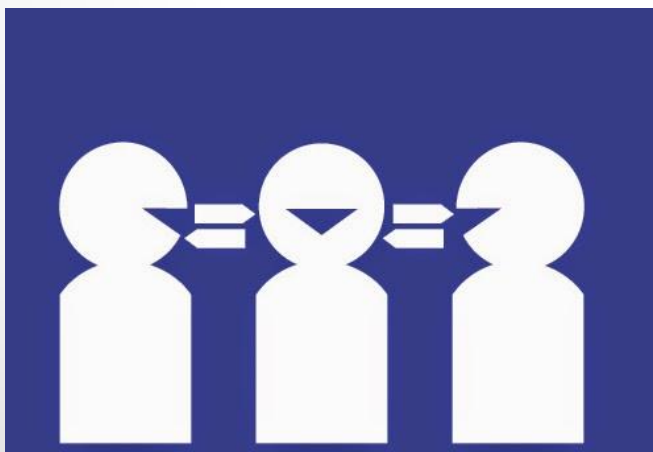
Help with:

- Communication
- Patient safety
- Patient satisfaction

Interpreter's Job

“The basic purpose of the medical interpreter is to **facilitate** **understanding** in **communication** between people who are **speaking** different languages.”

Bridging the Gap Medical Interpreter Training



“The basic purpose of the medical interpreter is to facilitate understanding in communication between people who are speaking different languages.”

- **Facilitation** implies that the interpreter is active, rather than passive.
- **Understanding** implies that the interpreter's goal is not to simply repeat words, but to ensure that the message was understood.
- **Communication** is the exchange of information between the patient and his/her health care provider.
- **Speaking** refers to the fact that interpreters deal with spoken language.

Note: Those who render written messages from one language to another are called translators.

Interpreter Roles

Conduit



Clarifier

Culture Broker

Advocate

Interpreter Techniques

- Pre-session
- Consecutive Interpretation
- Simultaneous Interpretation
- Sight Translation
 - What's reasonable
 - What are alternatives



Success Factors for Patient Health & Satisfaction

- For the Interpreter
 - Preparation—medical procedures & terminology
 - Effective Pre-Session
 - Confidentiality; awareness of boundaries
 - Interpret everything that is said, changing nothing, adding nothing, omitting nothing
- For the Medical Team
 - Speak directly to patient
 - Use shorter sentences/questions
 - Avoid slang and idioms
 - Wait for responses
 - Ask for clarification; confirm understanding
 - Develop general cultural awareness/curiosity



More Success Factors

- For the Office Staff
 - Patience
 - Use shorter sentences/questions
 - Try to avoid jargon
 - Provide brochures and forms in multiple languages (<https://www.healthinfotranslations.org/>)
- For the Patient
 - Trust the interpreter and medical staff
 - Communicate fully
 - Confirm understanding
- For the Language Access Company
 - Hire only well-qualified interpreting staff
 - Provide continual training
 - Implement Quality Control measures
 - Offer efficient scheduling process





Challenges

- Linguistic
 - Technical terms
 - Register
 - Idioms
 - Inarticulate patients
 - Regional language differences
- Cultural
 - Concepts that don't translate
 - Mistrust, embarrassment
 - Family members
 - Informed consent
 - Unintended offense
 - Folk beliefs



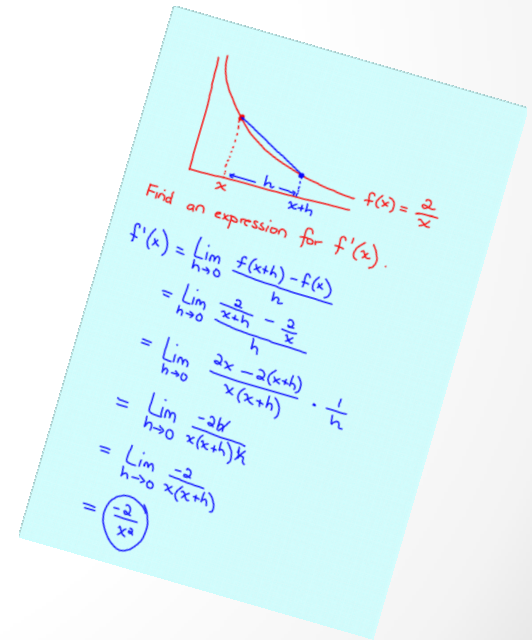
Other Challenges



- Systemic
 - Physical distractions
 - Short term memory
 - US health care system

Addressing Problems

- During the appointment
 - Ask if uncertain about the interpretation
 - Remember that everything will be interpreted
 - Step out if need to discuss
- After the appointment
 - Debrief if time
 - Call interpreter's supervisor
 - Provide contact info for response



Handwritten mathematical derivation of the derivative of $f(x) = \frac{2}{x}$ using the limit definition. The derivation is shown on a light blue background with a graph of the function $f(x) = \frac{2}{x}$ in the top left corner. The graph shows a red curve with a blue secant line connecting points $(x, f(x))$ and $(x+h, f(x+h))$. The horizontal distance is labeled h and the vertical distance is labeled $f(x+h) - f(x)$. The text "Find an expression for $f'(x)$." is written in red. The derivation steps are as follows:

$$\begin{aligned} f'(x) &= \lim_{h \rightarrow 0} \frac{f(x+h) - f(x)}{h} \\ &= \lim_{h \rightarrow 0} \frac{\frac{2}{x+h} - \frac{2}{x}}{h} \\ &= \lim_{h \rightarrow 0} \frac{\frac{2x - 2(x+h)}{x(x+h)}}{h} \cdot \frac{1}{h} \\ &= \lim_{h \rightarrow 0} \frac{-2h}{x(x+h)h} \\ &= \lim_{h \rightarrow 0} \frac{-2}{x(x+h)} \\ &= \frac{-2}{x^2} \end{aligned}$$

Well-Trained Interpreters

- Language Proficiency
- Interpreter Training
 - Certificate of Completion vs Certification
- Licensing Trends
- National Certification



National Council on
Interpreting in Health Care





And now, a short commercial...

- Languages: Arabic, Bosnian/Croatian/Serbian, Farsi, French, Kurdish, Russian, Spanish, Tigrinya
- Skills: all interpreters have passed nationally-recognized 40-hour Bridging the Gap training course
- Current Customers: Medical Offices, Hospitals, Schools, Social Services, Manufacturers, Behavioral Health and others
- Cost: \$31 an hour (one hour minimum)



Here's what matters --

Effective communication
may be time-consuming,
but it's worth it.

TIME
LIFE

Thanks for all you do!

Contact Info

Deb Stranges, Program Director
Blue Ridge Area Health Education Center
strangda@jmu.edu
540.568.3383

Community Health Interpreter Service
interpreter@jmu.edu
540.568.3011

